NOTICE OF RENEWAL OF CONTRACT

TO: WHITLOCK
12820 WEST CREEK PARKWAY
RICHMOND, VA 23238

DATE ISSUED: APRIL 1, 2013
CURRENT CONTRACT NO: 608-12

CONTRACT TITLE: DTS - AUDIO VIDEO PRODUCTS

THIS IS A NOTICE OF RENEWAL OF CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.

This is your notice that the above referenced contract has been renewed. The contract term covered by this Notice of Award is effective MAY 1, 2013 and expires on JUNE 30, 2014.

This is the THIRD year award notice of a possible FIVE year contract.

The contract documents consist of the terms and conditions of Agreement No. 608-12, including any exhibits attached or amendments thereto.

CONTRACT PRICING:

1) REFER TO PRIORITY SERVICE PLAN FOR UPDATED PRICE ADJUSTMENT

ATTACHMENT:

AGREEMENT NO. 608-12

EMPLOYEES NOT TO BENEFIT:

NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

VENDOR CONTACT: MARK BAKER
EMAIL ADDRESS: MARK.BAKER@WHITLOCK.COM
TELEPHONE NO.: 804-325-4604

VENDOR PAYMENT TERMS: NET 30 DAYS

COUNTY CONTACT: JEFF BRANDT
EMAIL ADDRESS: JBRANDT@ARLINGTONVA.US
TELEPHONE NO.: 703-228-7983

CONTRACT AUTHORIZATION DISTRIBUTION

Date 1
BID FOLDER: 1
Emergency Communications Center
Office of Emergency Management
Arlington, VA.
Priority Service Plan

Presented By:
Todd White
Account Executive

Jeremy S. Delacruz, CTS
Regional Service Manager

Revised Pricing 04.23.12
Dear Arlington County – ECC:

We are proud to have the opportunity to offer on-going service and support to your organization. As you have no doubt noted by now, we are one of the top audiovisual and broadcast engineering, integration and service companies in North America. We have a long list of very high-end, high profile installations and a very prestigious client list. We have profiled a few for you in our proposal and many more are available on our website (www.whitlock.com).

We have many large corporate accounts where we provide enterprise level support to our customer’s facilities located throughout North America and abroad; Grant Thornton, Microsoft, ECFMG, Sanofi-Aventis and Lowes to name a few. We also provide facility staffing for fulltime on-site AV support for many customers such as Microsoft, Nortel Networks, Fannie Mae, Glaxo Smith Kline and many others. You will find many service references included herein.

Our Managed Services Organization is dedicated to providing on-going service and support for our customers. We utilize a sophisticated electronic service ticketing and dispatching system with automated reporting and quality control measurements built-in. We have a fully staffed field service operation in every major Whitlock office in the United States. We also have a team of Preferred Support Partners around the US and Canada extending our service footprint far beyond the reaches of our Regional Service Operations. Headquarters for our National Service Center is located in Houston, TX where we provide centralized dispatching and service coordination for all of our enterprise level clients.

A Note on Our Global Presence Alliance:

Whitlock is well established as one of the largest and most reputable AV integration companies in the United States renowned for providing on-going support for systems deployed throughout North America. Now, through our Global Presence Alliance, we have firmly positioned ourselves in the world marketplace to provide our domestic and international customers standards-based engineering practices, worldwide deployment capability and quality service & support throughout the enterprise. Our Global Presence Alliance has been in the making for quite some time and was announced officially at the 2008 Infocomm Expo in Las Vegas. The announcement of our Alliance with Impact Marcom in Europe was only the beginning. Shortly thereafter we added a third member of our Global Presence Alliance positioned in Asia helping to complete our global footprint and enabling us to offer worldwide AV support. Anyone can say they have “partners” around the world but our Global Presence Alliance differentiates itself through the alignment of our Managed Services Operations and our ability to provide consistent, quality service and support worldwide.

In closing, we are confident that you will see that Whitlock is by far, the very best choice for this project. After you review our project history and our many service references you will see that Whitlock has a proven track record of completing extremely large and complex projects under challenging conditions and we stand by our customers providing comprehensive on-going technical support year after year.

Again, we appreciate the opportunity to lend our support to your organization.

Sincerely,
Jeremy S. Delacruz, CTS
Regional Service Manager
delacruij@whitlock.com
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Introduction

Whitlock is a systems integration firm delivering complete solutions that seamlessly integrate proven audio, video, display and system control technologies to create unique and compelling multimedia solutions. Established in 1955, our proven legacy of engineering expertise and customer service streamline your operations with the best technologies available for audiovisual, broadcast, video conferencing, control rooms, video streaming, digital signage, video production, and visualization. With over 400 employees in 22 offices throughout North America, Whitlock has the expertise and resources to offer turnkey solutions for your entire organization. From design and engineering, to installation and service, Whitlock is prepared to implement the systems that drive your organization.

With our combination of talented and experienced professionals in the western region, the nationally recognized reputation of Whitlock, and unsurpassed access to over 400 manufacturer product lines, we have the resources to provide the best local services and solutions for your organization.
Services Offered

Design - Design/build, system engineering, consultation, AV standards, and turnkey options for:

- Corporate meeting facilities
- Customer briefing centers
- Training rooms
- Control rooms
- Visualization
- Simulation
- Network operations centers
- Government agencies
- TV stations
- Production houses
- Schools and classrooms
- Courtrooms
- Churches
- Legal organizations
- Museums

Integration – We offer over 400 manufacturer lines, delivering the most technologically advanced such as: projection systems, videoconferencing, telepresence, streaming video, flat panel displays, IP control, control systems, video walls, document cameras, audio systems, non-linear editing systems, mixers, switchers, audio boards, and electronic whiteboards.

Managed Services - A variety of ongoing Managed Services options, including on-site personnel and extended maintenance contracts with options for customized training, preventive maintenance, and guaranteed response times.

Whitlock has one of the largest and most knowledgeable audiovisual service organizations in the United States. We have a ratio of 3.1 of technical employees to other employees in our company, resulting in the most trained and talented engineers in the industry. Our technical operations personnel are unsurpassed in their training and experience in comparison to other audiovisual companies.

Whitlock’s company motto states “Performance is everything.” We provide superior customer service to a prestigious client base, including national clients such as Microsoft, Cisco, GlaxoSmithKline, Nortel Networks, Lockheed-Martin, and many others. We provide the most advanced audiovisual services and solutions available.
Thank you for the opportunity to offer Whitlock’s premier audiovisual support services to **Arlington County – ECC**. At Whitlock we pride ourselves in providing the very best in audiovisual and broadcast service and support. Our highly skilled, factory certified field engineers take personal pride in helping our customers maintain their systems in peak operating condition all times. We understand the importance of good preventive maintenance programs and work closely with the manufacturers to develop comprehensive service plans specifically designed to minimize downtime and maximize system reliability. Every integrated system and every customer is unique in the combination of how their systems are deployed and utilized. At Whitlock, we listen to our customer’s needs and expectations and develop service plans specifically designed to meet their operational requirements.

We offer structured service plans with preventive maintenance services and priority response guarantees as well as professional outsourcing and staffing. We have built our reputation on sound engineering, quality installation and ongoing support.

We have a long list of satisfied customers that honor us with the privilege of being on their team year after year supporting and maintaining their complex AV and broadcast systems. Customers such as Microsoft where we not only maintain all their AV systems coast to coast and provide standardized engineering and installation services worldwide, we also employ eleven (11) full-time on-site AV Support Specialists at Microsoft’s World Headquarters in Redmond, WA. We have Whitlock employees staffed at Nortel Networks, Fannie Mae, Level 3, Victory Media Network, PepsiCo/Frito-Lay, and others, providing operational and technical support ranging from meeting & event services to broadcast and video teleconferencing operational and on-site maintenance support.

We have hundreds of customers coast to coast under traditional service agreements where we provide on-going support for systems ranging from 24/7 tactical operations centers to electronic courtrooms, city council chambers, television broadcast facilities, DoD & DHS facilities, classrooms, boardrooms, video teleconference centers, etc.

Please see our service reference list included in this document and feel free to call on our customers to inquire about Whitlock service and support. We are confident and proud of the support that we provide to our customers.
The Whitlock Priority Service Plan

The Whitlock Priority Service Plan has been specifically designed to provide comprehensive on-site technical support to our customers while reducing the annual premium costs by offering parts at cost plus pricing rather than prepaying for extended warranties. Key features include:

- An assigned Field Engineer trained on your system with trained back-ups on standby
- Access to our Regional Support Hotline (1-800-726-9843) for dispatch, parts procurement and service tracking
- Quarterly preventive maintenance checks & services performed by factory trained Field Engineers
- No charge for labor for equipment repairs performed on-site and in Whitlock Depot Facilities
- Cost plus 15% on parts and out-of-warranty equipment repairs
- Guaranteed 2 hour phone response and 24 hour emergency on-site response
- No charge for transportation of equipment to and from your facility as required to effect in-shop repair of covered equipment
- No charge for firmware and software up-grades on system components
- Unlimited phone support
- Comparable loaner equipment, dependent upon availability, but includes standard video projectors, during extended repairs
- Consultation on system up-grades
- Detailed inventories of covered equipment
- Detailed repair history logs on covered equipment

Optional “Managed Service Hours”

The Whitlock Priority Service Plan is designed to proactively maintain your system through extensive preventive maintenance check and services as well as provide emergency on-site support and depot-level repair services in the event of equipment malfunction. But still, when a failure occurs it is likely to occur at the least opportune time. The truth is, in many cases failures can be quickly resolved through clever workarounds or are actually operator errors that can also be quickly resolved. Unfortunately, by the time you discover the problem the meeting or event may already have failed due to “technical difficulty”. Wouldn’t it be nice to have a factory trained Field Engineer technically familiar with your system standing by for those really critical events “just in case”? By adding “Managed Service Hours” to your service plan you can call on us for technical support even if the system is not broken! You can schedule to have a field engineer come out and fire the system up, perform tests, tweak and peak critical alignments and standby till the meeting is under way to prevent “Murphy” from striking. With Managed Service Hours built in to your service agreement you will have the peace of mind knowing you can schedule TWG on-site support anytime you need it.

Rate: Managed Service Hours may be purchased at $95/hr in blocks of ten (10) hours.

- Managed Service Hours are intended to provide operational support for scheduled events but may also be used to provide training sessions as required. In addition, Managed Service Hours can be used to cover “operator error” service calls that would otherwise be separately billable.
- Managed Service Hours are billed separately and pre-paid annually so the service hours are available throughout the year
- Unused Managed Service Hours may not be carried over from one contract period to another

Whitlock
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Annual Premium

The Annual premium to provide Whitlock Priority Support for the proposed AV Systems is as follows. The "Covered Equipment List" is included in Appendix A.

Payment Schedule for Whitlock Priority Service Plan Support:

<table>
<thead>
<tr>
<th>Annual Payment</th>
<th>¹ Whitlock Priority Service Plan</th>
<th>6% Discount / Savings</th>
<th>Whitlock PSP Final Cost:</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1, 2011 – June 30, 2012</td>
<td>$28,000</td>
<td>-$1,680</td>
<td>$26,320</td>
</tr>
<tr>
<td>July 1, 2012 – June 30, 2013</td>
<td>$28,800</td>
<td>-$1,728</td>
<td>$27,072</td>
</tr>
<tr>
<td>July 1, 2013 – June 30, 2014</td>
<td>$29,600</td>
<td>-$1,776</td>
<td>$27,824</td>
</tr>
<tr>
<td>Total Payment (3 Years)</td>
<td>¹ Pricing adjusted to 3% cap increase per year per customer request.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Barco Extended Warranty/Lamp Lease – 3 Years Pre-Paid

Agreement Period: June 1, 2011 – May 31, 2014

<table>
<thead>
<tr>
<th>¹ Whitlock Priority Service Plan</th>
<th>Barco Extended Warranty</th>
<th>Barco Lamp Lease</th>
<th>Annual Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Years:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6% Discount / Savings:</td>
<td>-$5,298</td>
<td>-$12,664</td>
<td>-$17,962</td>
</tr>
<tr>
<td><strong>Total Amount Pre-paid:</strong></td>
<td>$83,002</td>
<td>$198,406</td>
<td>$328,234</td>
</tr>
</tbody>
</table>

¹ Required for on-site support during warranty period to cover system failures not related to Whitlock workmanship.

Critical Spares & Other Recommendations

Consumables: Spare lamps and filters should always be maintained on-site for use as needed to minimize downtime in the event of failure.

Video Conference Equipment: We highly recommend you maintain the extended warranty / advance replacement program available for critical video conference components for the life of the equipment. An out-of-warranty repair to VTC hardware could take up to six (6) weeks to facilitate. The advance replacement programs guarantee a 24 hr advance replacement in the event of failure, critical software upgrades and helpdesk services. Please ask your account manager to include this program in your base proposal to better enable us to support your VTC systems in the years ahead.

Critical Spares: If your operational requirements dictate a zero tolerance for down time, pre-purchasing critical spares and stocking them on-site is the key to rapid field service of your systems. While our Field Engineers are well versed at quickly diagnosing problems and fashioning a work-around or installing temporary components to restore system functionality during off-site repair periods, catastrophic failure of
a critical component can lead to unplanned downtime. Purchasing spares can be expensive and is not for everyone. However, if your system is "mission critical", provisioning spares is an essential part of a well thought out service plan.

**Contingency Funds.** We do not typically recommend prepaying for extended warranty coverage on AV equipment. First of all, most manufacturers do not offer extended warranty on their equipment and when they do it typically runs 10-12% of the replacement cost. Purchasing an extended warranty is akin to purchasing an insurance policy on the equipment. At the end of the year, if the component does not fail, you have thrown good money away. Our standard Priority Service Plan provides for cost+ pricing on out-of-warranty repairs and replacement components. The idea is simple: Include a line item on your service agreement PO to be used for outside repairs and purchases as needed. At the end of the year, the remaining funds are yours to keep. This money can then be used to fund the purchase critical spares, upgrade obsolete components, or be applied toward to on-going support of your system the following year.

**Centralized Service Coordination**

Whitlock operates a multi-region, nationwide Support Services organization. Enterprise-level customers with multiple locations throughout the North America may utilize our National Service Center (NSC) for centralized dispatching and service coordination. Our coordinators can connect you with our VTC & AV Helpdesk for phone support, order parts, process RMA's or dispatch a field service engineer to your site as needed. When the service plan is intended to cover systems located within a single Whitlock service region, centralized support is typically provided by our closest Regional Support Center (RSC) in the same manner. All Whitlock Service Centers operate on a common electronic dispatching system for better service coordination, tracking and reporting. Our Service Coordinators are available from 8:00 AM to 5:00 PM Monday through Friday. Whitlock service customers may be provided an after hour's number to call for emergencies, as needed. Service may be requested on-line, emailed or called in. Centralized services include:

- Service Ticket Origination and Tracking
- Dispatch
- Parts procurement
- RMA Processing for equipment repairs
- Service History Database Management
- Asset Management – Critical Spares and Loaner Sharing between sites
- Customer Satisfaction Polling
- Contract Billing

**Configuration Management**

**Hardware Support** - Whitlock takes care to provide coordinated and consistent support to our customers where similar or standardized system design practices are in place. Where standards are not in place we encourage and help our customers to create and implement system standards. When products are discontinued and support for obsolete components become an issue, we will recommend and help specify and implement a phased upgrade plan as applicable.
Software Support – Firmware and software upgrades are a way of life today. Under the terms of our service agreement we will coordinate the implementation of all available upgrades on a routine basis. If a software or firmware upgrade is deemed critical to improved system operation, field engineers will be immediately dispatched to all sites to perform the upgrade. Note: In some cases a software or firmware upgrade could have an adverse effect on system interoperability. For this reason, it is typical that only “critical” or operationally beneficial upgrades are normally implemented.

Control System Support – Where standard engineering practices have been implemented, it is important that standard control system programming practices are also implemented. It is our understanding that standardized control system programming has been implemented and maintained at your facilities. Whitlock employs fully certified programmers in both AMX and Crestron systems. In addition, our Field Engineers are also trained and experienced at making routine control system modifications such as are necessary with components are replaced during routine maintenance. It is understood that any such modifications will be made under strict control and direction of the owner’s governing technical organization.

“How to Engage our Support Services Team”

To report a problem or request audiovisual support, please follow the steps outlined below:

- Customer detects a problem and places a service call to our Regional Service Center (1-800-726-9843) or TWGservice.VA@whitlock.com
- Whitlock Service Coordinator opens a service ticket and contacts assigned Field Engineer
- Assigned Field Engineer technically familiar with system calls customer back within 2 hours to assess the problem and coordinate on-site support as required.
- Emergency on-site response shall be provided within 24 hours; routine issues will be scheduled.
- Upon completion of the service call, the service ticket is closed and a completed copy is provided to the customer electronically.

Service Hours

Services under this agreement shall be provided during normal working hours M-F 8:00AM – 5:00PM. After hours support shall be provided at a discounted hourly rate of $95/hr.
Acceptance

This proposal is subject to the terms and conditions of the Priority Service Plan (PSP) entered into between Arlington County - ECC and Whitlock.

Please acknowledge your acceptance of the terms of this proposal by signing this letter in the space below and returning one original to my attention.

If you have any questions about this proposal, please do not hesitate to contact me. We look forward to continue our support and on future opportunities.

Jeremy S. Delacruz
Regional Service Manager
704-612-2612
delacruzj@whitlock.com

Arlington County - ECC:

Signed: 

Printed: Jeff Horwitz

Title: ECC Deputy Commander

Date: 

Whitlock:

Signed: 

Printed: Jeremy S. Delacruz

Title: Regional Service Manager

Date: 

Whitlock
Share it with the world.
### Staffing Services Reference List:

<table>
<thead>
<tr>
<th>Company</th>
<th>Systems / Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNC-Chapel Hill</td>
<td>On Site System Integration</td>
</tr>
<tr>
<td>Giaxo Smith Kline</td>
<td>On Site Preventative Maintenance and events</td>
</tr>
<tr>
<td>BNSF</td>
<td>Control Room &amp; Presentation Spaces</td>
</tr>
<tr>
<td>Fannie Mae</td>
<td>VTC</td>
</tr>
<tr>
<td>Frito Lay</td>
<td>Corporate video production &amp; Webcast</td>
</tr>
<tr>
<td>Nix Patterson &amp; Roach</td>
<td>Corporate video production, VTC, Presentation Spaces</td>
</tr>
<tr>
<td>Victory Media Network</td>
<td>Outside LED Videowall with content streaming</td>
</tr>
<tr>
<td>Microsoft</td>
<td>VTC, Multi-site (70+)</td>
</tr>
<tr>
<td>Nortel Networks</td>
<td>Presentation Spaces, Event setup &amp; coordination</td>
</tr>
<tr>
<td>Blue Cross Blue Shield</td>
<td>Corporate Campus</td>
</tr>
</tbody>
</table>
## Priority Service Reference List:

<table>
<thead>
<tr>
<th>Company</th>
<th>Systems / Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lowe's Companies, Inc.</td>
<td>Corporate Campus and Regional Offices throughout US</td>
</tr>
<tr>
<td>Cisco Systems</td>
<td>Presentation VTC/ Preventative Maint</td>
</tr>
<tr>
<td>Elizabeth City State University</td>
<td>Classroom VTC/ Preventative Maint</td>
</tr>
<tr>
<td>Embarq</td>
<td>Clarity Wall NOC/ Preventative Maint</td>
</tr>
<tr>
<td>Glaxo Smith Kline</td>
<td>Presentation rooms/ Preventative Maint</td>
</tr>
<tr>
<td>John Deere</td>
<td>Corporate Communication</td>
</tr>
<tr>
<td>Verizon</td>
<td>Video Wall NOC/ Preventative Maint</td>
</tr>
<tr>
<td>Austin Energy</td>
<td>Control Room - Christie Video Wall</td>
</tr>
<tr>
<td>Austin Mental Health And Mental Retardation Center</td>
<td>Council Chambers</td>
</tr>
<tr>
<td>Bae - Austin</td>
<td>AV Presentation / VTC</td>
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<tr>
<td>Bell Helicopter - Textron</td>
<td>Presentation Systems, Multi-site (10+)</td>
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<tr>
<td>Bexar County Courthouse</td>
<td>Courtroom AV Technology</td>
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<tr>
<td>BOEING</td>
<td>AV Presentation / VTC 60 + Rooms. Crestron RoomView</td>
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<tr>
<td>Boy Scouts</td>
<td>Corporate Meeting Spaces</td>
</tr>
<tr>
<td>City Of Austin - Austin City Hall &amp; EOC</td>
<td>Council Chambers, Broadcast Facility, Presentation Spaces, VTC</td>
</tr>
<tr>
<td>City Public Services</td>
<td>Control Room - Barco Video wall, Training Rooms, Auditorium, VTC</td>
</tr>
<tr>
<td>Clear Channel Communication</td>
<td>Boardroom / VTC</td>
</tr>
<tr>
<td>DEA/EPIC</td>
<td>VTC, Auditorium, Presentations Spaces</td>
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<tr>
<td>ECFMG</td>
<td>Control Room / Testing Center, Multisite (4)</td>
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<tr>
<td>El Paso Energy</td>
<td>Executive Facility / Visualization Center</td>
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<td>ERCOT</td>
<td>Control Room - Multi-Site (2)</td>
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<tr>
<td>Experian</td>
<td>Control Room</td>
</tr>
<tr>
<td>Fort Hood Range Control</td>
<td>Christie Videowall, Presentation Spaces</td>
</tr>
<tr>
<td>Company</td>
<td>Systems / Services</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>Fort Sam - USAMITC</td>
<td>Control Room - Christie Video Wall, VTC</td>
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<tr>
<td>Fort Sam Houston Battle Sim Center</td>
<td>Christie Videowall, NLE, VTC</td>
</tr>
<tr>
<td>Grant Thornton</td>
<td>VTC, Multi-site (70+)</td>
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<tr>
<td>JTFN</td>
<td>Control Room - Clarity Videowall, VTC</td>
</tr>
<tr>
<td>Lockheed - Abu Dhabi</td>
<td></td>
</tr>
<tr>
<td>New Mexico Dept Of Transportation</td>
<td>Control Room - Mitsubishi Videowall,</td>
</tr>
<tr>
<td>Nix, Patterson &amp; Roach</td>
<td>Law Office</td>
</tr>
<tr>
<td>Northrup Grumman - Lafayette CMOC</td>
<td>Control Room, Presentation Spaces</td>
</tr>
<tr>
<td>Port Of Houston Authority</td>
<td>Control Room - Barco Videowall</td>
</tr>
<tr>
<td>St Mary's University</td>
<td>Courtroom AV Technology, Classrooms</td>
</tr>
<tr>
<td>UT IC2</td>
<td>Distance Learning Classroom with Webcasting</td>
</tr>
<tr>
<td>UT Systems</td>
<td>VTC, Boardroom, Presentation Spaces</td>
</tr>
<tr>
<td>Waste Management</td>
<td>Control Room - Christie Videowall</td>
</tr>
<tr>
<td>Weil Gotshal &amp; Manges</td>
<td>Conference Room, VTC</td>
</tr>
<tr>
<td>Western GECO</td>
<td>Highend VizWall Systems,</td>
</tr>
</tbody>
</table>
Appendix A – Covered Equipment List

Covered equipment includes the AV assets deployed at your facility to be supported under this service plan. Double-click the icon below to view the Equipment List(s).

Arlington ECC-
Appendix A_rev2.xls

Service Locations

Arlington County
ECC – Emergency Communications Center
Office of Emergency Management
7th Floor
1425 N. Courthouse Road
Arlington, VA 22201

Charles Hillard
Arlington County
(703) 228-3280
(703) 228-3228
chillard@arlingtonva.us
2000 Clarendon Blvd
Suite 612
Arlington, VA 22201
Appendix B– Sample Service Documentation

A sample Service Ticket is attached below. Double-Click on the icons to view the embedded documents.

Sample Service Ticket.pdf  PM Check Sheet & Customer Report

Whitlock Electronic Dispatching System

We employ electronic dispatching system for service coordination. This system is based on an SQL database with customizable dispatch boards and mobile client interface. Our Field Engineers are equipped with mobile laptops for real-time access to service tickets, project database resources and internet-based technical resources. Customer reports are easily generated from historical service data and active dispatch records. We also provide our customers web-access for service requests and closed ticket reporting with built-in quality control measurements.